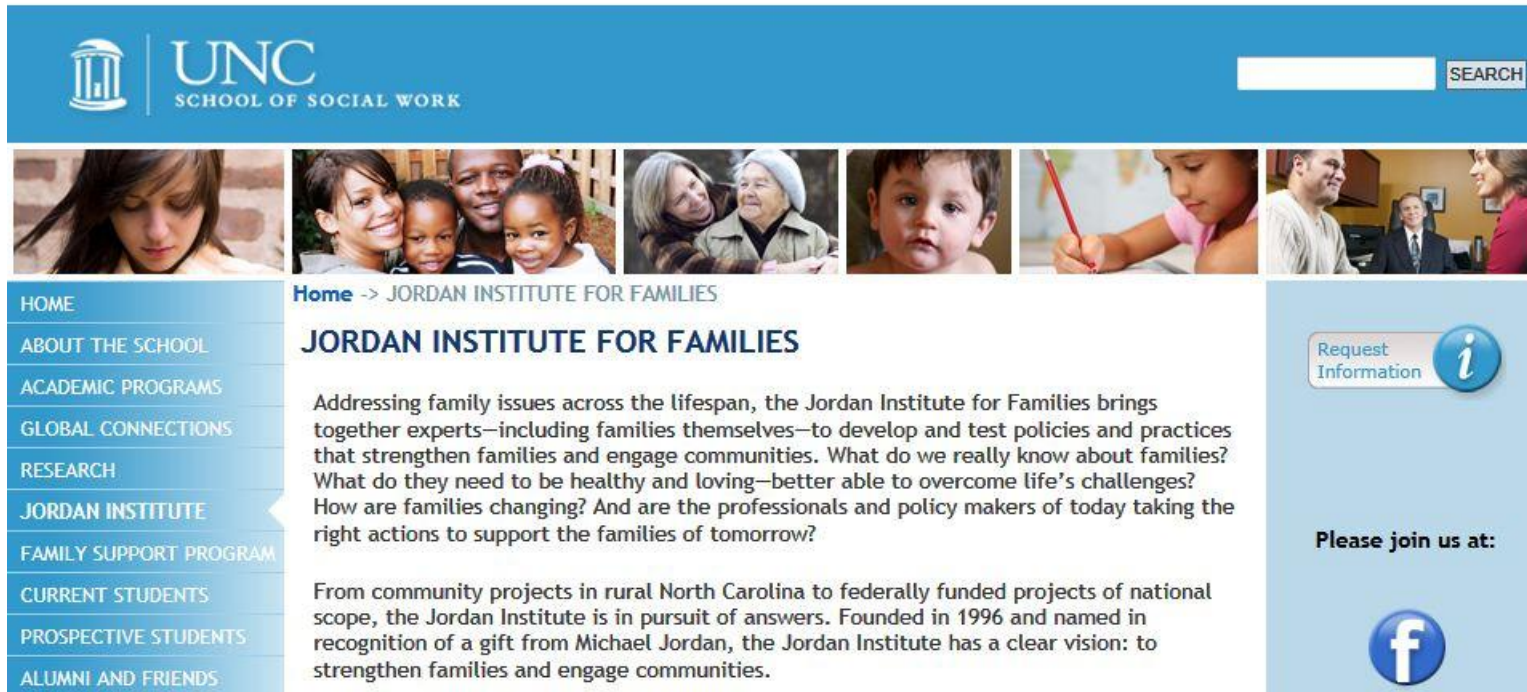


Leading in Transition to Accountable Behavioral and I/DD Care

Jordan Institute for Families

UNC-Chapel Hill School of Social Work

Who We Are



The screenshot shows the website for the Jordan Institute for Families at the UNC School of Social Work. The header features the UNC logo and a search bar. Below the header is a row of six photographs: a woman looking down, a family of four, two elderly women, a young child, a girl drawing, and a group of people in a meeting. The main content area has a left sidebar with a navigation menu. The main text area is titled 'JORDAN INSTITUTE FOR FAMILIES' and contains a paragraph about the institute's mission. To the right of the main text is a 'Request Information' button with an information icon and a Facebook social media link with the text 'Please join us at:'.

UNC
SCHOOL OF SOCIAL WORK

HOME
ABOUT THE SCHOOL
ACADEMIC PROGRAMS
GLOBAL CONNECTIONS
RESEARCH
JORDAN INSTITUTE
FAMILY SUPPORT PROGRAM
CURRENT STUDENTS
PROSPECTIVE STUDENTS
ALUMNI AND FRIENDS

Home -> JORDAN INSTITUTE FOR FAMILIES

JORDAN INSTITUTE FOR FAMILIES

Addressing family issues across the lifespan, the Jordan Institute for Families brings together experts—including families themselves—to develop and test policies and practices that strengthen families and engage communities. What do we really know about families? What do they need to be healthy and loving—better able to overcome life's challenges? How are families changing? And are the professionals and policy makers of today taking the right actions to support the families of tomorrow?

From community projects in rural North Carolina to federally funded projects of national scope, the Jordan Institute is in pursuit of answers. Founded in 1996 and named in recognition of a gift from Michael Jordan, the Jordan Institute has a clear vision: to strengthen families and engage communities.

Request Information

Please join us at:

f

Addressing family issues across the lifespan, the Jordan Institute for Families brings together experts—including families themselves—to develop and test policies and practices that strengthen families and engage communities.

<http://ssw.unc.edu/jordan>

Our Charge

From the General Assembly: To provide opportunities for LME leadership staff to “...enhance their leadership and management skills.”

Where We Come From

- Twenty years' experience working with public systems at times of significant change and reform
- Engage all levels of leadership in the creation of an outcomes focused, innovative and accountable system.

Collective Impact

“Strive didn’t try to create a new educational program or attempt to convince donors to spend more money ... Strive focused the **entire community on a single set of goals**, measured in the same way ... developing **shared performance indicators**, **discussing their progress**, and most important, **learning from each other and aligning their effort to support each other.**”

Collective Impact

- Common agenda
- Shared measurement systems
- Mutually reinforcing activities
- Continuous communication
- Backbone support organizations

Our Intention

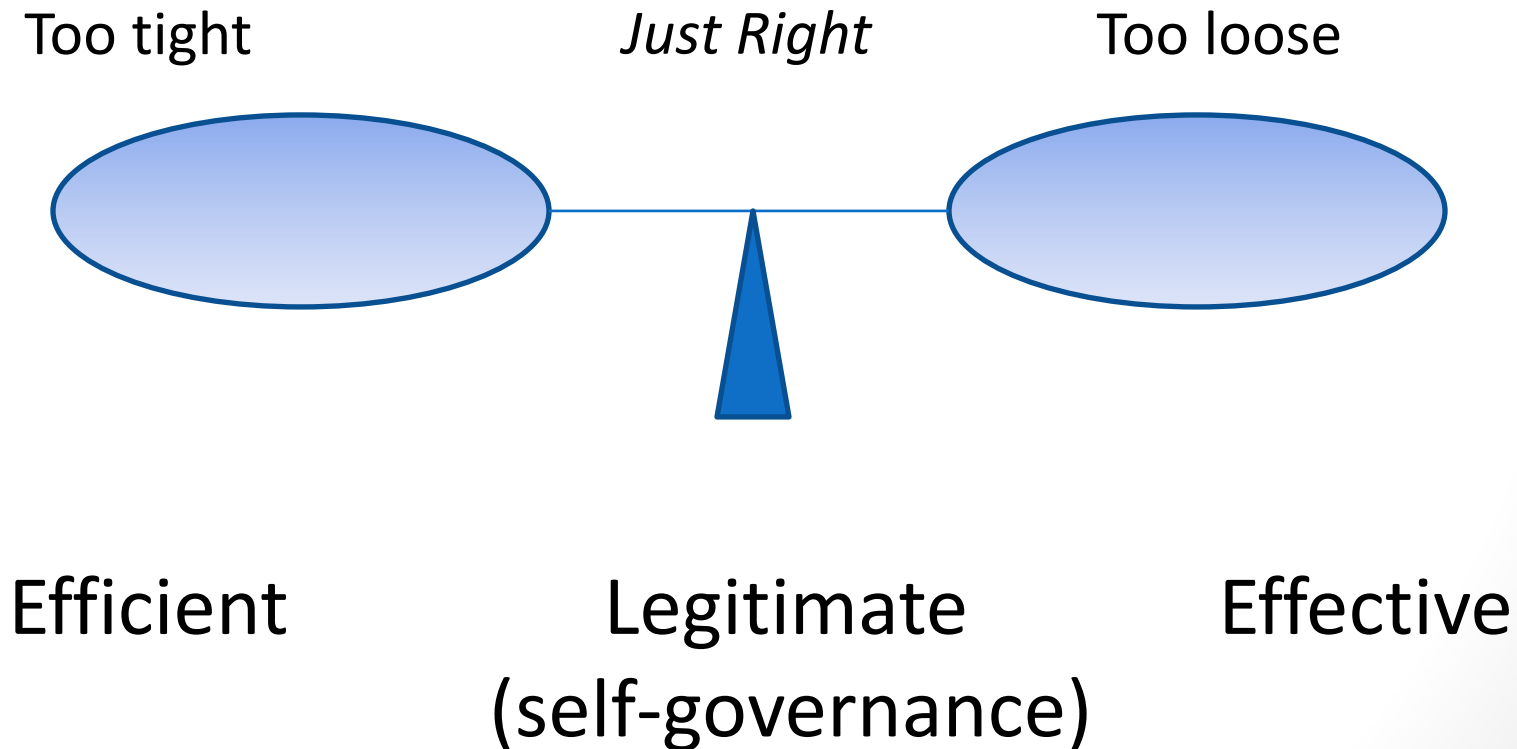
- To contribute to a successful publicly managed system:
 - Engage diverse stakeholders on the strengths and successes across the system; and
 - Encourage all levels of leadership in the creation of an innovated, accountable, and outcomes-driven system.

Case Study

- Partnership
- Self-direction
- Innovation
- Communication
- Focused on ultimate results

Our Leadership Stance:

Accountable Behavioral & I/DD Care



Leadership by Example

- Individual case: Davidson County
- PBH Innovation Waiver
- Identifying and aligning other LME/MCO pockets of success

Leading in Transition to Accountable Behavioral and I/DD Care

Stage 1

Stakeholders Summits

Stakeholder meeting

*PBH & Davidson;
LME Interviews*

Identify Shared Outcomes

Community Assembly

PBH and Davidson



Stage 2

Assemblies

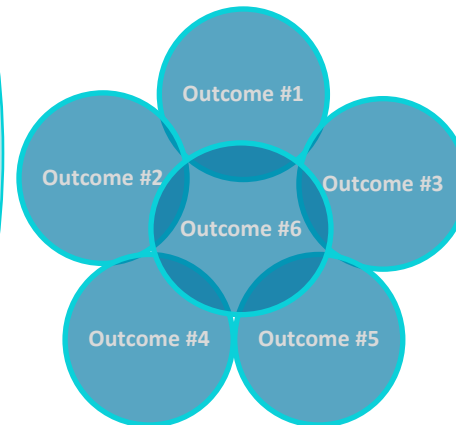
Stakeholder meeting

State Stakeholder

Identify Shared Outcomes

State Assembly

State w/ LMEs



Stage 3

Leadership Congress

Leadership Congress

State & Regional Stakeholders

Future Capacity Building:
Peer Networks
Strategies
Next Steps

Leadership Forums

Governance &
Role Clarity
(12/5/11)

Merging
Organizational
Cultures

Innovation and
Information
Technology

Data and
Evaluation
3/29/12

Managed Care and
Healthcare Reform

Stages of Program

- Community Assembly
 - Unpacking PBH
 - LME/MCO focus groups
- State Assembly
 - Clarifying vision and outcomes
 - Aligning roles and contributions
- Leadership Congress
 - Broadening the leadership circle of influence
 - Building consensus on vision and outcomes
 - Building trust
 - Identifying strategic scenarios and next steps

What We Have Learned: PBH

- Consensus on a strategic citizen results
 - Self-sufficiency
 - Community integration
 - Safety
 - A seamless system
- Steps to getting there:
 - Early intervention (Davidson)
- The how and what of successful innovation
 - How of success: continuous dynamic learning and adaption
 - What of success: consistent and proficient technical management and implementation of design
 - Where of success: a community-based social and behavioral home as a full partner to health and medical home

What We Have Learned:

LME/MCO leadership focus groups

Learning from other pockets of success across the state

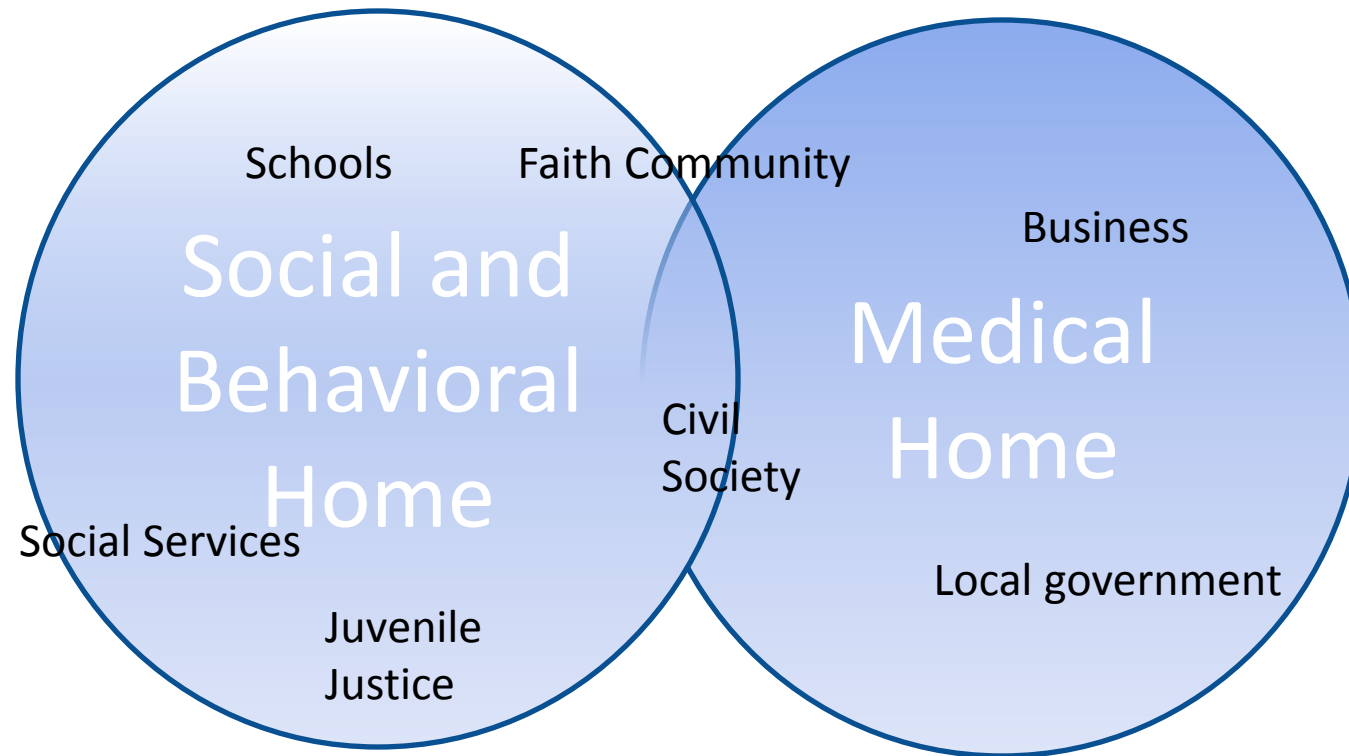
- Ultimate consumer outcomes:
 - Safety
 - Jobs
 - Housing/Community integration
- Challenges: aligning two different, and often conflicting, “masters”:
 - Deep need for role clarity
 - Establishing a high quality provider network
 - Effective workforce to implement design
 - Stability
 - Shared accountability
 - A better understanding of what each other does

What We Have Learned:

LME/MCO leadership focus groups

- Positive outlook
 - Encouraged by flexibility of waiver
 - Strong partnerships with community
 - Determination to succeed
 - Willing to explore solutions

Coming Back to Collective Impact: Backbone Support Organization



What We Have Learned:

Individual meetings with stakeholders

- Consumer and advocacy organizations
- Data outcomes proposal with I/DD advocates and leaders
- Similar direction/outcomes:
 - Jobs
 - Safety
 - Housing
 - Seamless – collaborative system

Next Steps

- State Assembly April 30th
 - Goal: to align vision, cultures, roles, and contributions to achieve outcomes
 - Participants:
 - Leadership and CFAC of LME MCOs
 - Division of MH/DD/SA
 - Division of Medical Assistance
- Leadership Congress on June 8th
 - Goal: Aligning vision, cultures, roles and contributions to achieve outcomes
 - Participants: citizen consumers, public and private system stakeholders, legislative representatives
 - Identify scenarios and strategic next steps to enhance the success of an accountable behavioral and I/DD system.

Next Steps, cont'd

- Ongoing partnership with the University:
 - Adaptive (*how*)
 - Leadership and cultural change
 - Community engagement
 - Technical (*what*)
 - Informatics
 - Program integrity
 - Business methods
 - Evidence-based practices
 - Data and outcomes (*to what end*)
 - Population outcomes
 - Longitudinal data
 - Quality assurance

Thank you